

December 2015

Iowa Communications Network

Fiscal Year 2015 Performance Report

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Introduction

I am pleased to present the Iowa Communications Network's (ICN) Performance Report for fiscal year 2015 (July 1, 2014 – June 30, 2015), as required under Iowa Code section 8E.210. The report contains key information about how well the ICN has supported the State of Iowa in providing advanced telecommunications services to authorized users of the Network.

The ICN continues to collaborate and work with partners throughout the state to support and encourage the broadband conversation in Iowa.

The ICN will stay true to its mission of providing strong, flexible, and fast telecommunications services to its users.

A handwritten signature in dark ink, appearing to read "Ric Lombard". The signature is fluid and cursive, with the first name "Ric" and last name "Lombard" clearly distinguishable.

Ric Lombard
Executive Director

Overview

ICN Vision

Represent the public network investment while partnered with the private sector to benefit the citizens of Iowa.

ICN Mission

Through Iowa's broadband infrastructure and partnerships, broker access for Iowans to acquire the highest quality education, medical, judicial, and governmental telecommunications services.

ICN Guiding Principles

1. Customer focused
2. Benefit the citizens of Iowa
3. Partner with private sector entities
4. Value and empower employees
5. Teamwork and cooperation thrive among staff, customers, and partners
6. Trust and integrity are paramount
7. Results driven

Key Services, Products, and/or Activities

The ICN is a full-service telecommunications provider, which services include various video services, data transport, Internet, and long distance voice communications.

Agency Customers

- All accredited K-12 school districts and private schools
- All accredited public and private colleges and technical educational institutions
- State agencies
- Federal agencies
- United States Postal Service
- Hospitals and physician clinics (video and data services only)
- Public libraries

Stakeholders

The taxpayers of the State of Iowa.

Budget

The ICN does not receive any General Funding for operations from the Iowa Legislature. Revenue is received from authorized and certified users for the telecommunications services provided. The agency currently has 111 authorized FTE's for 115 positions (the 5 Iowa Telecommunications and Technology members count as 0.2 FTE each). At the end of Fiscal Year 2015, there were 78 non-Commission FTEs filled plus five positions including Commission Members.

Agency FY 2015 Performance Plan Results

Name of Agency: Iowa Communications Network			
Agency Mission: Through Iowa's broadband infrastructure and partnerships, broker access for Iowans to acquire the highest quality education, medical, judicial, and governmental telecommunications services.			
Core Function: Public Broadcast and Telecommunication Services			
Performance Measure (Outcome)	Performance Target	Performance Actual	Performance Comments & Analysis
1. To provide management of advanced telecommunications services meeting or exceeding authorized users' expectations in partnership with the private industry.	85% of customers surveyed indicate satisfaction with the ICN Service Desk/Network Operations Center (NOC) experience.	97.1%	What Occurred: These measures indicate customer satisfaction with various functions involved in the delivery of ICN services. Most areas of customer satisfaction met or exceeded the target and indicated an increase in satisfaction from the previous year. ICN continually works to improve the communications to customers regarding the status of their orders and scheduled installations. Data Source: ICN utilizes a survey tool that ensures anonymity is retained and assists in creation of the survey and assists in analysis.
	80% of the respondents indicate some level satisfaction with the following ICN Services:		
	Voice	96.84%	
	Video	95.52%	
	Data	95.39%	
	Internet	96.08%	
Data, Video and Voice Order Performance Budget Org #0645336 ADMN & OTHR			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of customer orders completed on or before the due date.	95%	78.3%	What Occurred: Due to the transition to a new network maintenance provider, the ICN instituted a Move, Add, Change, Disconnect (MACD) freeze in the second quarter of FY15. The resulting transition and back-log of orders was completed in the third quarter of FY15. Data Source: Request for Service System and HP Service Desk
2. Percent of invoices delivered by the fifth day of each month.	95%	99%	What Occurred: Invoices were delivered electronically by the 5 th business day of each month, issued by the ICN

			Finance Bureau. The Finance Bureau continues striving to deliver invoices in a timely manner. Data Source: ICN Billing System
3. Percent of error free invoices delivered each month.	85%	99%	What Occurred: Invoices were delivered to customers electronically by the Finance Bureau without errors. Data Source: ICN Billing System
4. ICN's monthly quick ratio	1.5	2.5	What Occurred: The ICN was able to exceed the target goal and use the near cash/quick assets to extinguish or retire its current liabilities immediately. Data Source: ICN Billing System
Data, Video and Voice Network Management Activity Budget Org #0645336 ENGINEERING AND OPERATIONS/BUSINESS SERVICES			
Performance Measure	Performance Target	Performance Actual	Performance Comments & Analysis
1. Percent of error free designed circuits	90%	85.4%	What Occurred: The ICN is in the process of transitioning the ordering and documentation of circuits to Asset Manager from CLR/I-Site. This change has led to a short term dip in attainment. Data Source: ICN Engineering and Service Delivery

Iowa Communications Network Performance Report

Fiscal Year 2015

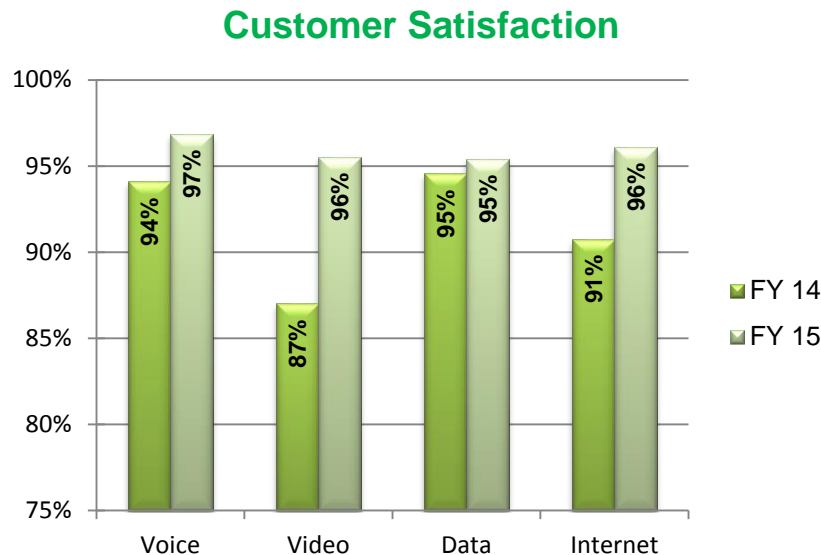
Customer Satisfaction

Description: This is the measurement of how well the ICN is meeting or exceeding the expectations of authorized users when delivering advanced telecommunications services.

Why we are doing this: To ensure that authorized users are receiving the level of services that they require to meet and exceed their missions.

What we are doing to achieve results: Continually working to improve communications with ICN customers.

Customer Satisfaction Results:



Performance Measure:

Percentage of customers (authorized users) surveyed who are satisfied with ICN services.

Performance Goal:

80 percent satisfaction with ICN service performance.

What was achieved? The ability to provide targeted or greater level of customer satisfaction to customers. ICN users expressed over 85 percent satisfaction in all four of the areas.

Sources: This information was gathered from ICN authorized users using an anonymous electronic survey tool reflected in the annual ICN Customer Survey.

Resources used: ICN Customer Survey

Customer Billing

Description: Measurement of the ICN's ability to deliver bills in a timely and accurate manner.

Why we are doing this: This service provides customers with information for timely reconciliation as well as improving the ICN's cash flow.

What we are doing to achieve results: The ICN has developed automated audit processes to ensure customers are only being billed for services received.

Customer Billing Results:

Performance Measure:

The goal of the agency is to distribute ICN's e-bills by the 5th business day of the month. This enables authorized users to pay for their services in a timelier manner.

Performance Goal/Target:

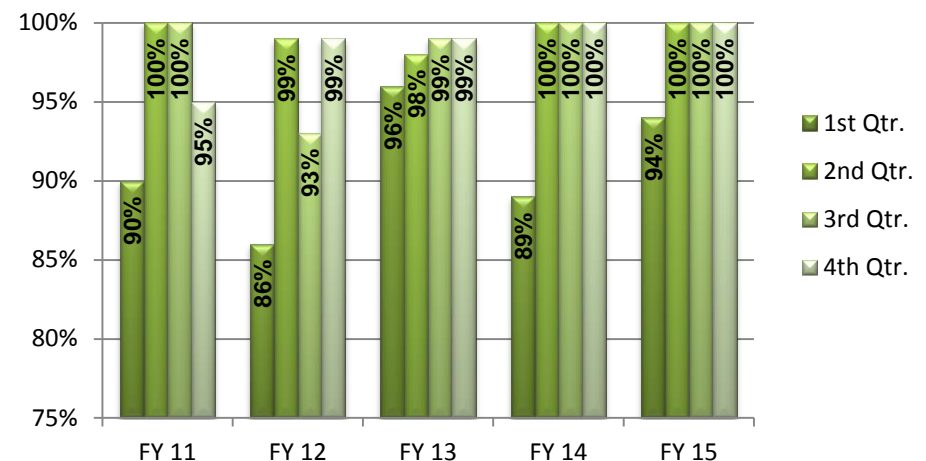
Distribute 95 percent of monthly invoices no later than the 5th business day of each month with all invoices being delivered electronically.

What was achieved?

The billing team continues to perform well. Included on the right is a chart indicating the billing date performance for this fiscal year as compared to previous years. The average annual percentage of 99 percent exceeded the FY 2015 target (95 percent). It should be noted that July's billing cycle will continually not meet the target, since finance closes out the FY with the Period 13 billing cycle before closing out the first cycle of the new FY.

Data Source: ICN Billing System

Percent of Invoices Delivered by the Fifth Business Day of the Month



Customer Requested Installations

Description: Development of a formal process when new service is considered for sale to a customer. The course of action includes a guide describing the development process of new services.

Why we are doing this: Customer satisfaction and exceeding expectations is imperative in the delivery of new voice and data services to ICN customers. Services need to be delivered in a timely manner, so Iowa citizens can be served by state government efficiently and effectively.

What we are doing to achieve results: There is a minimum goal to have 95 percent of projects completed by the negotiated due dates. The ICN monitors the delivery and reliability of all services on a daily basis. The information is reviewed by management bimonthly, and opportunities for improvement are identified. All projects, no matter the size, are given the same attention to timeliness.

Customer Requested Installation Results:

Performance Measures:

- History of delivery times of Voice services
- History of delivery times of Data services

Performance Goals/Targets

- 95% of Voice services delivered within the customer negotiated service install date.
- 95% of Data services delivered within the customer negotiated service install date.

What Was Achieved?

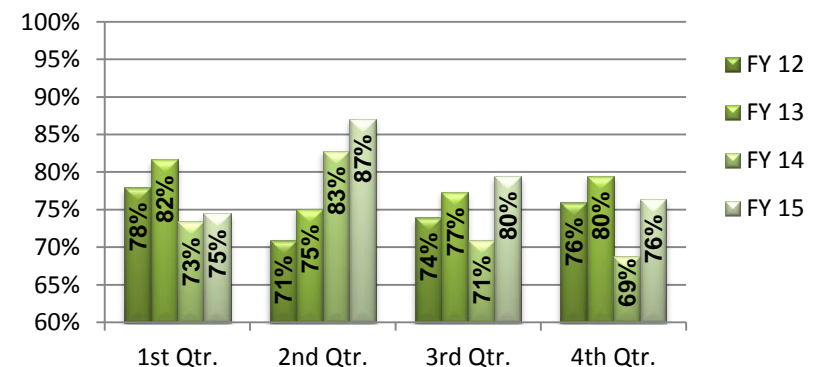
The second and third quarters of FY 15 were marked by the transition to a new network maintenance provider. Second quarter saw significant delays due to Move, Add, and Change (MAC) freezes in preparation for the conversion. During the third quarters, delayed orders were processed and the transition to the new provider was completed.

The ICN communicates with customers to make sure that they are aware of delays and works with them to determine if there is a viable temporary solution available.

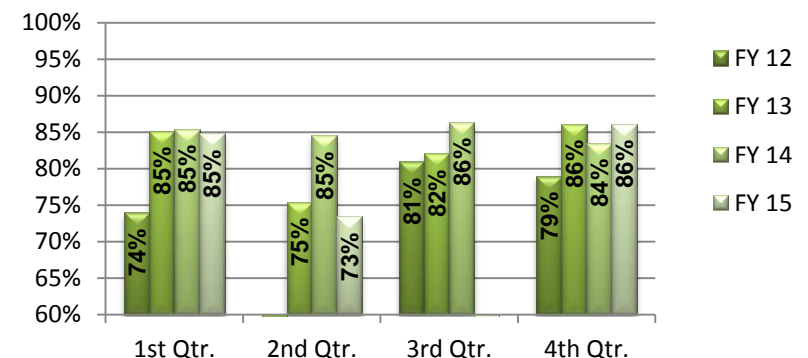
Sources: This information was gathered from an automated service request and workflow system.

Resources Used: Request for Service System and HP Service Desk.

Order Performance History Voice Services



Order Performance History Data Services



Error Free Designed Circuits

Description: This is the percentage of error-free circuits that are processed through the ICN Engineering Bureau.

Why we are doing this: While there are many other issues that affect rework, including customer changes at the time of install and bad ports that are unknown prior to install, ICN Engineering could have a positive effect on the number of avoidable errors in designs. Not all re-work is due to an error in engineering, so a review of all items requiring rework is required to determine the error rate that could be avoided. The fewer errors, the faster the services can be installed and the less rework required – the more time to provide design for other services.

What we are doing to achieve results: This is monitored on a monthly basis to determine if any pervasive issues exist – new services, particular equipment, etc.

ICN Error Free Designed Circuits:

Performance Measures:

- Circuits designed that are error-free
- Affect speed to delivery and re-work required

Performance Goals/Targets:

- 90% of circuits designed are error-free.
- This goal did not meet the target 90% of for FY15.

What Was Achieved?

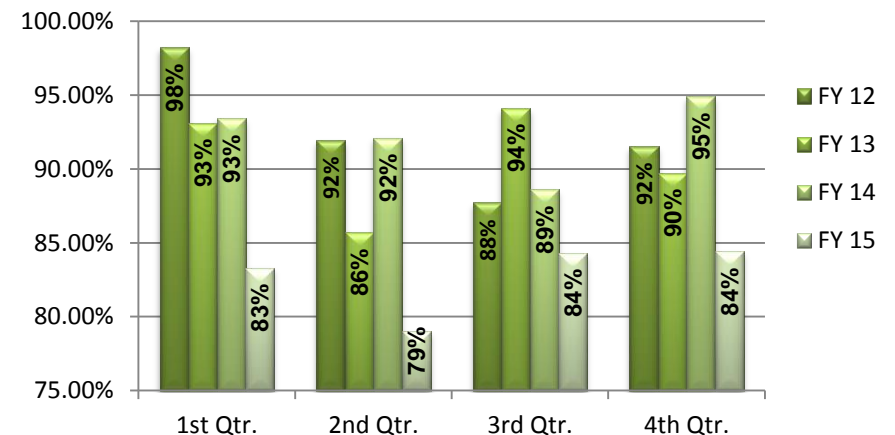
ICN uses a system that reports errors based on an order, not an individual circuit basis. These errors are reported in the same way as any changes – customer changes at install, bad ports that were not known ahead of time, etc.

The ICN is in the process of transitioning the ordering and documentation of circuits to a new system. This change has led to a short term decrease in attainment due to the time commitment and complexity of data conversion. ICN believes this system will reduce the quantity of avoidable circuit rework long term.

Data Sources:

ICN errors reported and ICN Engineering review.

Error Free Designed Circuits



Reallocation of Resources

The ICN is under contract with Fiberutilities Network Services (FNS), a subsidiary of Fiberutilities Group, for maintenance and operational support for the state-owned portion of the Network. The contract was awarded to FNS on July 28, 2014, and took effect on January 1, 2015. ICN and FNS have continued to improve standard operating procedures for the benefit of the Network and network customers.

Agency Contact

Copies of Iowa Communication Network's Performance Report are available on the ICN Web site at www.icn.iowa.gov. Copies of the report can also be obtained by contacting Jontell Harris at 515-725-1102.

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